Job Title: Applications & Business Analyst

Department: Information and Technology Services

Immediate

Supervisor: Applications and Business Manager

Origination Date:	04/21/2004
Revision Date:	05/04/2012
Job Grade	606
FLSA Status	Exempt

BRIEF DESCRIPTION OF THE JOB:

The Applications & Business Analyst is responsible for the business and systems analysis; business process change recommendations; technology recommendations; design, general maintenance, support and administration of the City's business applications. Work includes analysis and solution definition, business process and technology recommendations, project coordination, and application implementation, maintenance and support.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

	Physical Strength	
	Code	ESSENTIAL FUNCTIONS
1	S	Technical Business Analysis – works closely with the City's business units to determine their business issues and data challenges, elicits requirements from end-users, critically evaluates information gathered from multiple sources, reconciles conflicts and decomposes high-level information into details, interprets business rules and data challenges, and develops functional specifications and system design specifications.
2	S	Software Analysis – works with the business units and application developers to prepare software requirements and specifications, develops accurate and complete test plans, ensures issues are identified, tracked, reported on, and resolved in a timely manner, identifies training requirements, develops training materials and other technical documentation, and delivers training as necessary.
3	S	Application Support – Installs, configures and maintains third party vendor software. Integrates purchased software with city infrastructure.
4	S	Application Analysis – serves as a liaison between the business unit and inhouse developers, consultants, and vendors; identifies hardware requirements, troubleshoot hardware problems, serves as application system administrator and maintenance technician in the event that the business unit cannot provide one; serves as backup system administrator and maintenance technician in the event that one exists, performs application installations and upgrades.

	Physical Strength Code	ESSENTIAL FUNCTIONS
4	S	Project Coordination – assists in the enforcement of project deadlines and schedules, develops internal and external meeting objectives and agendas, prioritizes multiple tasks effectively, understands expectations that were set with the customer and recognizes when issues/events may affect delivery. Performs as technical project lead.

JOB REQUIREMENTS:

	JOB REQUIREMENTS
Formal Education /	Work requires knowledge of a specific vocational, administrative, or
Knowledge	technical nature which may be obtained with a two year associate's degree,
	diploma or equivalent from a college, technical, business, vocational, or
	correspondence school. Appropriate certification may be awarded upon
	satisfactory completion of advanced study or training.
Experience	Minimum two years experience in a related field.
Certifications and	Valid Driver's License. Ability to meet the criminal background regulations
Other Requirements	mandated by the FBI CJIS Security Policy.
Reading	Ability to read technical instructions, technical specifications, trade
	magazines, responses to vendor solicitations, planning documents,
	policies/procedures, and documents generated by staff at a high level of
	comprehension.
Math	Ability to perform math calculations at a college level including basic math,
	percentages, and algebra as well as formulas.
Writing	Ability to write interoffice memos, staff presentations, issue papers,
	planning documents, technical instructions, technical specifications and
	vendor solicitation documents. Many assignments require translation of
7.6	technical terms into those that can be understood by non-technical staff.
Managerial	Job has no responsibility for the direction or supervision of others but may
D 1' /D ''	provide advice/direction to an employee with less experience/skill or tenure.
Policy / Decision	Significant - The employee normally performs the job by following
Making	established standard operating procedures and/or policies. There is a choice
	of the appropriate procedure or policy to apply to duties. More complex
	work as well as decisions with more significant impacts are typically reviewed prior to being finalized
Budget Responsibility	Substantial - Supports the preparation of budget documents; may do
Dauget Responsibility	research to justify data used in documents for a unit or division of a
	department. May recommend budget allocations. Often compiles data
	and/or enters or oversees data entry. May have responsibility for
	monitoring budget expenditures (typically non-discretionary expenditures).
Technical Skills	Comprehensive Application - Work requires advanced skills and knowledge
	in approaches and systems, which affect the design and implementation of
	major programs, solutions for highly complex issues, and/or processes
	organization-wide. Independent judgment and decision-making abilities are
	necessary to apply technical skills effectively.
Interpersonal / Human	Moderate - In addition to the sharing of information, interactions at this
Relations Skills	level may also include providing advice to others outside direct reporting
	relationships on specific problems or general policies/procedures. In many
	of the interactions, contacts may require the consideration of different
	points of view to reach agreement. Elements of persuasion may be
	necessary to gain cooperation and acceptance of ideas.

Physical Demands

Frequency Code Scale

N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
Never occurs	Less than 1 hour/week	Up to 1/3 of the time	From $1/3$ to $2/3$ of the time	2/3 or more of the time

Physical	Frequency Code	Description:	Physical	Frequency Code	Description:
Demand	(Mark only one)	(Check all that apply)	Demand	(Mark only one)	(Check all that apply)
Standing	□ N □ R □ O ⊠ F □ C	☑ Making presentations ☑ Observing work site ☑ Observing work duties ☑ Communicating with co-workers	Pushing/ Pulling	□ N □ R ☑ O □ F □ C	☒ File drawers☒ Equipment☒ Tables and chairs☐ Hoses
Fine Dexterity	□ N □ R □ O ⊠ F □ C	 ☑ Computer keyboard ☑ Telephone keypad ☑ Calculator ☐ Calibrating equipment 	Climbing	□ N ⊠ R □ O □ F □ C	☐ Stairs ☐ Ladders ☐ Step stools ☑ Onto equipment
Walking	□ N □ R □ O ⊠ F □ C	☑ To other departments/offices☑ Around work site	Vision	□ N □ R □ O □ F ⊠ C	☒ Reading☒ Computer screen☒ Driving☒ Observing work site
Lifting	□ N □ R ⊠ O □ F □ C	⊠ Supplies ⊠ Equipment ⊠ Files	Foot Controls	□ N ⊠ R □ O □ F □ C	☑ Driving☐ Operating heavy equipment☐ Operating Dictaphone
Carrying	□ N □ R ⊠ O □ F □ C	⊠ Supplies ⊠ Equipment ⊠ Files	Balancing	□ N ⊠ R □ O □ F □ C	☒ On ladders☒ On equipment☒ On step stools
Sitting	□ N □ R □ O ⊠ F □ C	☑ Desk work ☑ Meetings ☑ Driving	Bending	□ N □ R ☑ O □ F □ C	☒ Filing in lower drawers☒ Retrieving items from lower shelves/ground☒ Making repairs
Reaching	□ N ⊠ R □ O □ F □ C	☑For supplies ☑ For files	Crouching	□ N ⊠ R □ O □ F □ C	☐ Filing in lower drawers ☑ Retrieving items from lower shelves/ground
Handling	□ N □ R □ O ⊠ F □ C	⊠ Paperwork □ Monies	Hearing	□ N □ R □ O □ F ☑ C	☑ Communicating via telephone/radio, to co-workers/public☐ Listening to equipment
Kneeling	□ N 図 R □ O □ F □ C	☐ Filing in lower drawers ☑ Retrieving items from lower shelves/ground	Twisting	□ N □ R ☑ O □ F □ C	☒ From computer to telephone☒ Getting inside vehicle
Crawling	□ N ⊠ R □ O □ F □ C	☑ Under equipment☐ Inside attics/pipes/ditches	Talking	□ N □ R □ O □ F ☑ C	☑ Communicating via telephone/radio, to co-workers/public
Other		(Explain)			

Physical Demands (continued)								
Machines, Tools, Equipment and Work Aids:								
	Copy Machine, FAX, desktop and cell phones, projector.							
Computer Equipment and S	oftware:							
Workstations, servers, switches, cables,	-							
Operation systems (Windows, Unix, OS		and enterprise a	applications, re	porting/data c	onvers	ation tools, de	velopn	nent tools
(MS Visual Studio), MS Office, Lotus I	Notes.							
Environmental Factors:			1	1				T
Environmental Condition	ons	Never	Seasonally	Several T Per Mo		Several Ti Per Wee		Daily
Extreme temperature (heat, cold, extreme temp. changes fi	om outside		⊠					
work)						_		_
Wetness and/or humidity (bodily discomfort from moisture)		×						
Respiratory hazards (fumes, gases, chemicals, dust and description)	irt)			×				
Noise and vibration	111)					×		П
(sufficient to cause hearing loss)								Ш
Physical hazards (high voltage, dangerous machinery,	aggressive	\boxtimes						
prisoners, patients – <u>not customers</u>)	, 4551055170		_			_		
Health and Safety Condition	16.							
Health and Safety Conditions	N = Never	R = Rarel	y O = O	ccasionally	F =	Frequently	C =	Constantly
	Never	Less than	1 1/3 o	r more of		n 1/3 to 2/3		or more of
	occurs	hour per we	ek th	e time	of	the time	1	the time
Mechanical hazards								
Chemical hazards	X							
Electrical hazards	×							
Fire hazards	X							
Explosives	X							
Communicable diseases	X							
Physical danger or abuse	X							
Other (specify)	×							
Primary Work Location:								
☑ Office Environment								
□ Warehouse								
□ Shop								
□ Vehicle								
☐ Recreation Centers/Neighborhood Centers								
☐ Outdoors								
☑ Other (Specify) <u>Data Center</u>								
Protective Equipment Requ	ired:							
N/a								

Job Demands

Overall Strength Demands:

Overall Strength Demands				
☐ Sedentary	Exerting up to 10 pounds occasionally or negligible weights frequently; sitting most of the time.			
⊠ Light	Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly <u>AND/OR</u> walking or standing to a significant degree.			
☐ Medium	Exerting 20-50 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly.			
☐ Heavy	Exerting 50-100 pounds occasionally, 25-50 pounds frequently, or from 10 up to 20 pounds constantly.			
☐ Very Heavy	Exerting over 100 pounds occasionally, 50-100 pounds frequently, or from 20 up to 50 pounds constantly.			

Non-physical Demands:

Non-physical Demands	Frequently	Occasionally	Rarely	Never
Time Pressures	X			
Emergency Situations		×		
Frequent Change of Tasks	×			
Irregular Schedule/Overtime		×		
Performing Multiple Tasks Simultaneously	×			
Working Closely with Others as Part of a Team	×			
Tedious or Exacting Work	X			
Noisy/Distracting Environment		×		
Other (Describe below.)				

EXPECTED BEHAVIOR:

Staff – Expected Behavior

The employee is expected to embrace, support, and promote the City's values, beliefs, and culture Which include but are not limited to the following:

- Be positive. Do not participate in gossip
- Maintain confidentiality
- Walk the talk uphold and live the Goodyear culture
- Encourage positive feedback
- Be accountable submit responses to all requests for information by due date and meet deadlines
- Support a learning culture
- Be on time for all meetings
- Create and implement ethical standards for your worksite
- Be fiscally responsible
- Support the City's values and mission
- Let common sense prevail
- Be visionary anticipate issues
- Support organizational change
- Establish and maintain positive and effective working relationships with co-workers, supervisors, subordinates, contractors and vendors
- Understand City policies and procedures, make rational decisions/recommendations in accordance with established policy.
- Work in a safe manner and report unsafe activities and conditions. Follow the City-wide safety policy and everyone's responsibility. Make it a critical part of the day to day operations.
- Foster teamwork and actively participate on teams and in City activities
- Lead by example
- Provide outstanding customer service to internal and external customers

These traits are not basic job requirements but are expected behavior. Other duties and responsibilities will be performed as assigned.

SIGNATURES—REVIEW AND COMMENT:

have reviewed this job analysis and is emands of this job.	its attachments and find it to be an acc	urate description of
	Signature of Employee	Date
Job Title of Supervisor	Signature of Supervisor	 Date
Job Title of Department Director	Signature of Department Director	Date

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.